

ACTUALIZING RESPECT

VALUE: RESPECT

PRINCIPLE: We treat others with respect and importance regardless of position or role.

INDICATORS:

1. Establish rules of respect for meetings (by team)

COMMENTS:

Revise indicator to read establish rules of respect.

Leadership Council will develop rules of respect across the agency.

2. Directly and respectfully address concerns with disrespectful behavior/accept constructive criticism (conflict resolution training)

- All staff participate in accepting/providing constructive “feedback” training.
- All staff participate in conflict resolution training by team.

3. Be available (meeting maker, iChat)

- Give proxy on calendars and ichats to all staff.
- Update daily message on phone.

4. Return calls/emails within 24-48 hours

5. Thank yous (follow-up with employers)

6. Meet with clients who arrive within the set aside time and address underlying issues of timeliness

- Tardiness needs to be addressed by the counselor, not the associate.